

An Australian Government Initiative



Enhancements 1.1 – NRS Chat and Captions

October 2022

Changes to NRS Chat and Captions

Step-by-step instructions

Step number	Image	Instruction
Step number	Image National Relay Service A service Type restricted with restricted with restricted to the National Relay Service	y coll w with Core w war and for the make an NRS Chat or NRS Click the make an NRS Chat or NRS Captions call link (the call page can be
1	Please select your call type and follow the prompts to be connected with a relay officer. Select your call type NRS 1 NRS Chal (Type + Read) Voice Relay (Assisted) NRS Captions (Speak + Read) takez plots attinuoz	bookmarked for future use). Or you can make an NRS Chat call using the NRS app. Just open the app and select NRS Chat (Type + Read) from the Select your call type menu.

Step number	Image	Instruction
	Mass.an.2013.Child.coll Make an 1813 Captions call Contact Helpfack / Give Feedback	
	Velcome to the National Relay Service Voor registerid phone number Enter fhone number Passood Enter dassnoot Conternation on the Lancet dassnoot Nation dassnoot distributions	To make a NRS Chat call or NRS Captions call, log in using your registered phone number and password.
2	bic (southerse?)	Alternately, if it is an emergency call, please proceed to the bottom of the website and select "Call 000"
	If you need emergency services, click the call 000 button	
	Call 000	

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Make a call	Ca	II 000
The phone number I wa	ant to call	
Phone number inc. are	a code	1
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Connect Now Make an NRS Char Welcome Vira NRS Cap I want to m My phone number 0406060606 The telephone number	Lwant to call an overseas or premium. number cell Make an NRS Captions call at btions ake a call er I want to call	Cor Cor

Once logged in, you can select if you would like to make a Chat call or Captions call from the top of the screen by selecting "Make an NRS Chat call" or "Make an NRS Captions call".

Make an NRS Chat Call:

Once you have made your selection, you can input the phone number you want to call and select "Connect Now" to initiate the process.

Alternately, if it is an emergency call, please proceed on selecting "Call 000"

Make an NRS Captions Call:

Once you have made your selection, you can input your phone number and the telephone number you want to call and then select "Connect Now" to initiate the process.

Alternately, if it is an emergency call, please proceed on selecting "Call 000"

Overseas calls and premium-rate numbers using the NRS Chat Call or Captions Call is currently unavailable.

Step number	Image	Instruction
	Lam logged in and can receive calls People calling you will need to: 1. Dial 1300 653 467 first 2. Enter your login number (including area code) then enter # Receive a call	Receive an NRS Chat Call: The person calling you would have to dial 1300 553 467 and enter your login number (including area code) then enter #
	I want to receive a call	
4	0406060606 Change phone number	Receive an NRS Captions Call:
	Receive a call Other people will need to: 1. Dial 1300 018 342 first 2. Enter your number (including area code) then enter #	Confirm the phone number you want to receive calls through. If you would like to change the phone number, you can select "Change phone number" and input the phone number you wish to receive calls through. Other people would have to dial 1300 018 342 first and enter your number (including area code) then enter #



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You can customise the colour scheme of the chat window by clicking on "Colour themes" under "My Settings" on the lefthand side of the screen, or by selecting the settings icon on your mobile. You can then select the colour theme of your choice from the three options: Default, Dark or High Contrast

Step number	Image Instruction	
6	My settings Change your coll for what suits you beat If the for your shat coll Colour themes Colour themes Text slis Messages will look like this. Regular (topt) Messages will look like this. Medium (24pt) Messages will look like this. Lorge (32pt)	You can adjust the text size of the chat window by clicking on "Text size" under "My Settings" on the left-hand side of the screen or by selecting the settings icon on your mobile. You can then select the text size of your choice from the three options: Regular (16pt), Medium (24pt) or Large (32pt)

Virat Kohll		P	
•		Welcome to National Relay Service.	
My settings Charge your call for when suits you	i bert	3:13:34 PM * Relay Officer	
D Tipe for your chat call	*		
P Colour themes	~		
45 Text size	~		
Is this on emergency colf? You can let our Relay Of know if you're already connected. If not, you a up and select Emergenc Instead	tticer an hang 13 Call		
 Is this on emergency colf? Nou can let our Relay Of know if you're obreddy convected. If not, you c up and select Emergenc Instead If mot seeing any message If you don't see message If you don'	nticer an hang 19 Call		
 Is this on emergency colf? You can let our fieling Of Amort II govine densatily connected. If not, you ou up and select Emergence lateraid On not seeing any message If you dan't see message appearing, you can try on the link below Chiefmah chast Man mark help? Dura helpeiske is concludit 	fficer an hong sg Call et clicking	(Institution)	0

GA- "GA" refers to "Go Ahead". Add "GA" if you want the other person to respond

SK- "SKSK" refers to stop keying, stop keying. Use this when you have finished your call"

I'm still typing- Need more time to finish sending your message? Click "(I'm still typing)" to immediately let the Relay Officer know without disrupting your typing.

If you need to talk directly to the relay officer at any time, you can use brackets. For e.g. (Please wait, I am a slow typist)

Step number		Image		Instruction
8	Extrational Systems of the Syst	Connected Welcome to National Relay Service. 3:0:3:7 M**Solay Officer		You can let our Relay Officer know if you're already connected. If not, you can hang up and select Emergency Call instead.
	Need mare help? Our helpdesk is available between Barn and öpm AEST	(fin still typing)	(2)	
	Monday to Friday Contect Heledusk / Ghes Feedback @	Enter your message	0	



If you don't see messages appearing, you can try clicking on the link and the chat will be refreshed.

If the messages are still not appearing, check your internet connection. Alternatively, you can hang up and try reconnecting to make a call.



To end the call, you can select the Hang up button on the top right of the screen. You will be prompted by the system if you are sure you wish to end the call, to avoid accidental clicks. You can select "Yes, hang up the call" to proceed ending the call.



NRS Helpdesk

The Helpdesk is open from 8am to 6pm, Monday to Friday (Eastern Standard Time). There are a number of ways to make contact with Helpdesk staff:

- Email <u>helpdesk@relayservice.com.au</u>
- Phone 1800 555 660
- SMS 0416 001 350
- Fax 1800 555 690
- <u>Contact Helpdesk/Give Feedback</u>
- Online contact form

Hints

• You can download the NRS app from the Google Play store (for android phones and tablets) or the Apple App Store (for iPhones and iPads). Just search for NRS or National Relay Service in the search field, select the app and tap to install.



The app will look like this: